APPENDIX C - PRICING INDEX DIR-SDD-2205 NETWATCH SOLUTIONS, INC.	Customer Discount % off MSRP
TIER ONE CUSTOMERS	
System Asset Management System - DIR Edition for Tier I Government & Non-Profits	28.50%
- up to 40 sites; up to 200 servers; - up to 200 network devices; - up to 30 users	28.50%
- Base Module	28.50%
- Configuration Management - Feature Set	28.50%
- Change Management - Feature Set	28.50%
- Documents - Feature Set	28.50%
- Notification Engine	28.50%
The DIR Edition of the System Asset Management System for Tier I customers INCLUDES unlimited PCs and PC Software	
TIER TWO CUSTOMERS	
System Asset Management System - DIR Edition for Tier II Government & Non-Profits	28.50%
- up to 200 sites; up to 400 servers; - up to 400 network devices; - up to 100 users	28.50%
- Base Module	28.50%
- Configuration Management - Feature Set	28.50%
- Change Management - Feature Set	28.50%
- Incident Management	28.50%
- Financial Management	28.50%
- Documents - Feature Set	28.50%
- Notification Engine	28.50%
The DIR Edition of the System Asset Management System for Tier II customers INCLUDES Incident and Financial Management, which is not included in the non-DIR editions.	
ALL CUSTOMERS	
System Asset Management System - DIR Edition Government & Non-Profits	28.50%
- **Disaster Recovery Bundle**, w/ Business Impact Accessment (BIA) and automated risk assessment computation, which includes the following modules.	28.50%
- Base Module	28.50%
- Configuration Management - Feature Set	28.50%
- Change Management - Feature Set	28.50%
- Controls - Feature Set	28.50%
- BIA & Risk Assessment - Feature Set	28.50%
- Documents - Feature Set	28.50%
- Notification Engine	28.50%
Samantha Feature Sets	20.50%
- PCs and PC Software (unlimited)	20.50%
- Problem Management	20.50%
- Service Level Management	20.50%
- Business Alignment	20.50%
- Projects & Time Tracking (annual subscription)	20.50%
- Controls (annual subscription)	20.50%
- Prediction (annual subscription)	20.50%
Samantha License Packs	14.50%
- Sites (packs of 5)	14.50%
- Servers (packs of 5)	14.50%

- Network Devices (packs of 5)	14.50%
- Users (packs of 5)	14.50%
Integration Modules	
- LANDesk	20.50%
- Symantec Altiris Client Management Suite	20.50%
- BMC Footprints	20.50%
- BMC TrackIT	20.50%
- SolarWinds Orion	20.50%
- VM Ware ESX Server	20.50%
- Microsoft SCOM	20.50%
- Microsoft SCCM	20.50%
- BMC Remedy	20.50%
- FrontRange HEAT	20.50%
- Audrey auto-discovery module	20.50%
- Audrey auto-discovery probes (ea.)	20.50%
- Audrey Auto-Discovery (annual subscription)	20.50%
Services	
Product Installation, each	4.50%
Maintenance - 20% of software components	0.75%
Product data services, per hour	4.50%
Amanda data services, 100 hour block, per hour	4.50%
Amanda data services, 200 hour block, per hour	4.50%
Technical support, per hour	4.50%
Process reengineering, per hour	4.50%
Product Training, per course	4.50%
Product training, Basic Samantha	4.50%
Product training, Advanced Samantha	4.50%
Product training, Samantha Change Manager	4.50%
Product training, Samantha Financial Management	4.50%
Software as a Service	
Samantha Hosted Service, per item, per month	28.50%
Optional Items	
Test Server - 35% of software components	4.50%